

UNIT REPORT

**J. Murrey Atkins Library - Atkins Library -
Strategic Plan Highlights 2017-2018**

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J. Murrey Atkins Library Annual Report 2017-2018 (Highlights)

A1. Highlights Related to AA Goal 1: Educate a diverse student body through an integrated academic experience that positions graduates for personal success and civic responsibility in the global environment of the 21st century.:

For Goal A1, Atkins Library focused its efforts on improving accessibility to its services and resources by the entire population, including those who are remote, have special needs, are using canvas courses, or are pre-college. We implemented a new integrated library system to improve access to our collections and an expediting service for our interlibrary loan requests. An enhanced research experience helps students and faculty succeed in their scholarly endeavors. We articulated the need for additional and stable funding to maintain and enhance research materials. We intensified efforts to integrate library research and understanding into the curriculum with more intentional teaching, created new technology innovation labs, launched our emerging technology lending program, invited other academic support services into the library, expanded efforts to integrate primary source materials into courses, encouraged faculty to adopt open and e-textbooks (to save students money), acted on feedback gathered from our advisory groups, developed a marketing program for our public service, conducted many projects to assess our services, and designed dashboards to track our performance to support comprehensive analysis of our impact on student success.

ATKINS LIBRARY GOAL LIB01: DEVELOP LIBRARY PROGRAMS, COLLECTIONS, AND SERVICES FOR A DIVERSE STUDENT BODY THAT INTEGRATE WITH AND SUPPORT THE UNIVERSITY CURRICULUM AT ALL LEVELS.

LIB01.01: Engage with students at their point of need.

- Lib01.01.01: Develop and update policies, services, and facilities for patrons with accessibility needs.
 - Created and continue to maintain an Accessibility Homepage for J. Murrey Atkins Library which outlines policies, services, and facilities for patrons with accessibility needs.
 - Led a ULAC initiative to develop best practices for services, policies, procedures, and websites to serve patrons with accessibility needs throughout the UNC System Libraries.
 - Worked with Disability Services to upgrade equipment in Assistive Technology Room.
 - Updated website to incorporate all best practices identified for the UNC System Libraries.
 - Completed handover of leadership for the Library's Accessibility Committee due to a retirement
 - Communicated with the University's Office of Disability Services to further understand laptop needs of visually impaired patrons and potential for helpful student laptop software for the University's visually impaired population
 - Researching audio searching of library discovery service to improve accessibility (Lyris IoT Grant).
- Lib01.01.02: Continue developing integrated services to engage and assist students and faculty at their point of need.
 - Created shared manual for library service desks to improve information sharing and referrals between desks.
 - Began conversations with the Engineering Early College about Library needs and potential privileges for Early College students
 - Implemented RAPID ILL to increase reciprocity of lending and decrease time to fulfill borrowing requests
 - Library Patron Fine Review form added to the Library webpage
 - Continued the Library Welcome Table project for a second year
 - Provided book retrievals for patrons during infrastructure construction project
 - Created physical and digital book displays to highlight thematic collections monthly
 - Collaborated with the Center for Teaching and Learning to create a librarian role in Canvas
 - Created customized library resources and services module to be embedded in Canvas
- Lib01.01.03: Implement Ex Libris Alma and Primo Integrated Library System and Discovery Layer (**NEW 2017-2018**)
 - Cleaned up data; migrated data in required forms; completed necessary configuration forms; tested data; met with Ex Libris weekly to ensure successful migration; provided training; wrote procedures; assessed workflows.
 - Developed feedback channel for Library employees and patrons to report issues or concerns with the new system. Responses and resolutions delivered quickly.
 - Begin developing an Ex Libris Support and Customization Team to facilitate ongoing updates and configurations
 - Supported use of ILS by library patrons by designing how-to tutorials, creating integration with Browzine, and teaching faculty and students how to use the new system.

LIB01.02: Align the Library's base collections and equipment budget with identified campus needs.

- Lib01.02.01: Request increase to base collections budget to support existing commitments.
 - Budget increase of \$800,000 approved for 3 years (FY18, FY19, FY20).
 - We covered the yearly increases of our continuing resources and added 6 new resources that contain a variety of subject areas.
 - The following new resources will be purchased by the end of FY18: Naxos Music, World and Jazz Libraries, CSE Manual for Authors, Editors, and Publishers (8th ed., online), BioCyc Database Collection, SWANK 10-film purchase, HeinOnline, Wiley evidence-based ebooks, Springer ebook package, American Antiquarian Society package.
- Lib01.02.02 Establish annual inflation increase to the base collections budget.
 - Inflation increase request not approved.
 - The cost of each continuing resource increases approximately 5% per year, so we must cancel titles to stay within the previous year's budget without the annual inflation increase.
 - Vendors may notice the significant increase in university FTE at any point and suddenly demand an increase in subscription rates. Heavily-used research tools may suddenly become unsustainable with our current collections funding.
- Lib01.02.03 Request increase to E&T budget to support current and future UNC Charlotte population.
 - Requested additional funds mid-year to finance equipment for new innovation spaces such as EZ Video Studio, MakerSpace, and STREAM Lab as the current E&T budget of \$200,000 per year is insufficient to replace existing workstations, laptops, and peripherals students use in the Library.

LIB01.03: Strengthen integration of library services with the curriculum.

- Lib01.03.01: Create a robust and strategic presence online and in distance learning programs.
 - Created instructional videos and interactive online learning modules to support library instruction and cultivate critical thinking

- Lib01.03.02: Strengthen integration of the library instruction program into the curriculum.
 - Created interactive online learning modules for use in freshman seminar courses. These modules support the inquiry element of Prospect for Success and the Common Reading curriculum.
 - Developed and created multiple videos and online learning modules for a variety of instructional purposes, including database tutorials, subject specific modules, and how-to videos on the new library search system.
 - Incorporated a critical reading/inquiry-based approach to research throughout the library instruction program (Reading is Research)
- Lib01.03.03: Implement innovative technologies and coordinate academic support services to support the curriculum
 - Created Gaming Lab
 - Designed [Research Consultation Request form](#) to allow patrons to schedule a one-on-one meeting with a subject librarian.
 - RIS collaborations to provide instruction in Visualization Lab
 - Continued planning for STREAM Lab
- Lib01.03.04: Implement a lending service for emerging technologies.
 - Added cellular hotspots (Verizon Jetpacks) and charging kits to equipment on loan 24/5 from the Circulation Desk.
 - Increased Technology Support Desk hours to increase lending times. Added additional technology items for check-out.
 - Increased the number of laptop chargers being circulated
 - Purchased additional laptops for student circulation
- Lib01.03.05: Bring into the library a variety of academic support services to enhance student success.
 - Increased capacity for consultations in the Writing Resources Center with new glassed-in space.
 - Atkins Library regularly collaborates with the University Center for Academic Excellence (tutorial services), the University Speaking Center and the Writing Resource Center in providing space for individualized and group instruction services.
 - In Fall 2017, Atkins Library provided the following:
 - University Speaking Center: 208 hours
 - Writing Resources Center: 286 hours
 - UCAE: 52 hours for Physics tutoring
 - In Summer 2017, Atkins Library provided 670 hours for math, physics, chemistry, and statistics tutoring with UCAE.
 - In Spring 2018, Atkins Library provided:
 - Writing Resources Center: 234 hours
 - University Speaking Center: 254 hours
 - Speaking Center - 2017 Updates (as of 12/2017)
 - 173 individual consultations and 436 workshop attendees
 - 2017 National Association of Communication Centers (NACC) Most Outstanding Peer Consultant Winner
 - 2017 Undergraduate Research Conference Recipient attended the in-class USC support workshop
 - Seven of Ten 3MT (Three Minute Thesis-Graduate Competition) finalists consulted at USC. *Three Minute Thesis (3MT®) celebrates the exciting research conducted by Ph.D. and master's students. Developed by The University of Queensland (UQ), the exercise cultivates students' academic, presentation, and research communication skills. The competition supports their capacity to effectively explain their research in three minutes with just one slide.*
 - 2017 3MT Recipient and Runner-Up consulted at USC. *The recipient, Morium Bably, is a Ph.D. student in Public Health Sciences. She stated, "I am glad that UNCC is providing with such assistance for students to become a great public speaker. I would like to convey my appreciation to USC, because it helped me to win the 3MT [competition]. Without the help of USC, it would not have possible!"*
 - Both 2017 fall commencement speakers consulted at USC. Tram Pokey stated, "Coming to the University Speaking Center has been an immense help because they were able to help me not only to deliver my speech, but help me build my confidence to believe I will be able to do it."
- Lib01.03.06: Align programs and services with student and faculty needs by engaging the Student Library Advisory Board, the Faculty Advisory Library Committee, and other academic support entities.
 - Collaborated with SLAB to:
 - gather feedback for the Atkins study room renovation
 - plan for additional food options for student in the Library by suggesting the installation of a frozen vending machine in Atkins.
 - Provide support and suggestions for the Shepley-Bulfinch Atkins Library Comprehensive Building Study Provide support and suggestions for Library involvement in SOAR activities
 - enhance the Library's approach to marketing operating hours during intercessions, holidays, and summer semester
 - promote the library's subscription to the New York Times
 - add three additional printers to Atkins Library for students
 - increase visibility of the new Vis Lab by providing a Vis Lab tour for SLAB
 - Engaged with the Faculty Advisory Library Committee to:
 - Incorporate faculty perspectives into the Shepley-Bulfinch Atkins Library Comprehensive Building Study.
 - Advise on the purchase of Ex Libris Alma/Primo, off-site storage, and RFID.
 - Incorporate faculty perspectives in the completion of new technology innovation spaces: Visualization Lab, EZ Video Studio, Gaming Lab, Makerspace, and STREAM Lab.
- Lib01.03.07: Integrate use of special collections and other primary source materials into course activities.
 - Special Collections and University Archives staff conducted a minimum of 28 instruction sessions using SCUA materials.
 - Using primary source materials in courses to support Bracero and Public Health exhibits.
 - Evaluation of special collection materials to support K-12 social studies curriculum
- Lib01.03.08: Create functional, innovative, and specialized library spaces and collections (physical and digital) that continuously evolve to meet student and faculty needs.
 - Prepared approximately 35 manuscript collections for use in the curriculum and by researchers.
 - Added tens of thousands of digital objects to Goldmine for use in teaching and research, including photographs documenting the campus and motorsports, and oral histories and manuscripts documenting Charlotte history
 - Added 7,600 new US and NC Documents, both electronic and print resources
 - Created and submitted authority records to the NACO program for graduate students and people, organizations and associations, and place names
 - Began updates to the Roaming Program by purchasing a mobile kiosk for Roamers, allowing this service to evolve according to feedback from Roamers and students
 - Creation of research guides to support exhibits and courses, including guides that supported the Bracero Exhibit, Public Health Exhibit, Charlotte Teachers Institute, Common Reading Experience, Popular Reading Display and Affordable Textbook program.
 - Created Open Educational Resources video for faculty.
 - Obtained a donation and designed a group-Family Friendly Library Room to be completed in summer 2018.
 - Purchased \$50,000 of powered seating for individual study on the Ground and 2nd Floors.

- Removed empty shelving on 2nd Floor east and created new study area as building cannot meet demand for study space. Area was designated quiet study during Tower Infrastructure Project.
- Worked with Academic Affairs, Facilities Management, and Chancellor to identify out-of-building storage to open up space in the building for student academic activities.
- Lib01.03.09: Encourage and support the use of library e-books and open educational resources as course textbooks in support of the curriculum.
 - Provided 287 ebooks for students to use as textbooks.
 - Participated in the ULAC Open Textbook Network which includes providing an information session to faculty about using open textbooks on the Open Textbook Network and giving them the opportunity to review textbooks on OTN for a \$200 stipend.
 - Awarding 7 faculty members \$1000 grants to move to complete free assigned course material that is either open or available freely to students through the library for Fall 2018/Spring 2019.
 - Savings for students in classes where the grants were awarded could be up to \$200K.
- Lib01.03.10: Initiate a dynamic marketing campaign promoting services to support student success.
 - Creation of RIS newsletter
 - Pop up library event in library and on campus
 - Creation of RIS Publicity Committee
 - Redesign of New Student Handouts
 - Reading Day Research Help Event
 - Conducted two Faculty events to market library resources and instructional services.
 - Refined social media program to provide information on events in a timely fashion.
 - Utilized social media to promote Special Collections.
 - Increased Facebook followers to 435 followers.
 - Increased Tumblr followers to 1798 (up from 1500)
 - Increased Twitter followers to 1239.
 - Mounted several exhibits, including on World War I, public health, and rare and government science publications (to capitalize on interest in the eclipse)
- Lib01.03.11: Demonstrate impact upon student success.
 - Development of a comprehensive library and university student engagement and success study is underway, with implementation planned to begin Summer 2018. Partners will include Academic Affairs, Student Affairs, University Career Center, Writing Resources Center, Speaking Center, and University Center for Academic Excellence.
- Lib01.03.12: Implement assessment practices relating to the integration of library services into the university curriculum.
 - During the 2017-2018 academic and fiscal year, the Library Assessment Team continued work to create a unified and organized approach for meeting this task and objective. There were noteworthy vacancies in this department during the early part of the FY, with the Head of Assessment position filled August 14, 2017 after a 6 month vacancy. The User Experience Coordinator was hired and began work in January 2018 after 6 month vacancy. Since these positions were filled, the following activities and projects were accomplished, with results used across the library in advancement of mission and objectives in all units.
 - Conduct monthly [Library Assessment Committee meetings](#) in order to offer a coordinated set of assessment services to advance the mission of the library and make all meeting business openly available to library employees (agendas, open meetings, minutes)
 - Continue to engage library employees when testing library interfaces and services.
 - Conduct monthly [Library Website Advisory Group meetings](#) in order to offer a coordinated set of assessment services to advance the mission of the library and make all meeting business openly available to library employees (agendas, open meetings, minutes).
 - Created [dashboards for all major library services](#) which are updated monthly or sooner as needed.
 - Created comprehensive dashboards relating to [Library Research Services](#) as well as [Library Instruction](#).
 - Conducted follow-up study to use of [Library Kiosks by students in Greek social organizations](#).
 - [Collections Dashboard Created](#) - To better understand which Call Number ranges have been most frequently checked out since 1999, the entire book inventory associated with Atkins Library, excluding items placed on Reserve by faculty members, was broken down into Two Digit Call Numbers as well as categorized into Call Number Ranges.
 - Conducted assessment of Effectiveness of Engineering Information Literacy Instruction (received Fall 2018 Scholarship of Teaching and Learning Grant to Conduct Study) - [Preliminary Phase I Report](#)

A2. Highlights Related to AA Goal 2: To expand the frontiers of knowledge and leverage discovery for the public benefit through innovative programs that span the disciplines in research, creative activities, and graduate education.:

For Goal A2, Atkins Library invested a tremendous amount of effort to improve spaces to encourage and facilitate not only research and study, but also discovery and knowledge creation. We made immediate changes such as purchasing furniture with embedded power while we were planning for near-term changes such as the 2nd floor innovation lab rooms and a group Family Friendly Library Room and long-term renovations such as those outlined in the Shepley-Bulfinch and Moseley comprehensive building study. As part of the building study, we worked on a study of the environmental conditions of storage of our unique and special materials. We added dissertations to our Goldmine Repository and planned for the development of an institutional repository. We marketed our public services and collaborated with colleges and departments on the development of events and programming that enriched knowledge on campus and in the community. We also assessed the programs and our services and reviewed the reports to implement improvements.

ATKINS LIBRARY GOAL LIB02: DEVELOP LIBRARY PROGRAMS, COLLECTIONS, AND SPACES THAT SUPPORT RESEARCH, DISCOVERY AND KNOWLEDGE CREATION

LIB02.01: Develop and continuously improve spaces to support research, discovery, and knowledge creation.

- Lib02.01.01: Conduct a comprehensive space study.
 - Follow-up to Space Study currently in progress.
- Lib02.01.02: Ensure adequate collaboration and quiet study spaces
 - 11,430 US documents and 214 North Carolina documents were withdrawn from the collection and offered to other ASERL libraries.
 - Collaborated with SLAB to gather feedback on adequacy of quiet spaces in the Library
 - Worked with the Steering Committee to create more quiet spaces during the Library tower construction project
- Lib02.01.03: Develop library spaces specifically designed to meet graduate student needs.
 - Began a pilot program for long term study carrel reservations for Ph.D. Graduate Students.
- Lib02.01.04: Expand library presence in academic buildings across the university through the Atkins Spaces concept.
 - Planning is underway for new Atkins Space with the College of Health and Human Services.
- Lib02.01.05: Complete the purchase and redesign of the library first floor.
 - Project completed March 2016.

- Lib02.01.06: Develop the library second floor to support technology used for research, scholarship, discovery, and knowledge creation; open an interdisciplinary visualization lab.
 - Opened Visualization Lab
 - Technology Orientations: Before using the Visualization Lab, a technology orientation is required. A Basic Orientation covers the items that most users would need in order to use the space in ways similar to a classroom, as well as basic troubleshooting. A Full Orientation covers all from the Basic Orientation, but also includes operating the HTC Vive for virtual reality.
 - 6 Basic + 22 Full = 28 total
 - Total of 96 people trained
 - Classes: Similar to research instruction sessions facilitated by Subject Librarians, these workshops allow students to interact with concepts related to the Visualization Lab, such as design thinking, critical thinking, the basics of digital scholarship, and collaboration. Class workshops are designed around the needs and goals of specific courses, and instructors who wish to be involved with the development of the workshops for their classes meet for an ideation session to discuss the possibilities.
 - 10 classes (4 were the same class)
 - 144 students total
 - Presentations: Visualization Lab Introductory Presentations are designed to introduce the concept of a visualization lab, present the technology in the room, and view example projects that use such technologies and may spark ideas. The length of the presentation is dependent on available time and the depth of information and examples requested.
 - 24 presentations (20-75 minutes each)
 - Ideation Sessions: In an Ideation Session, attendees will consider how they might use the technology in the Visualization Lab or incorporate practices associated with the technology. These are set up for individual users, research groups, departments, classes, and instructors.
 - 5 ideation sessions
 - Reservations: Other types of reservations in the Visualization Lab include those for collaboration, gaming, presentations, and analysis
 - Makerspace Workshops
 - 3D Printing Introductions: 3D Printing Introduction workshops teach students how to construct their first design for 3D printing using the TinkerCAD program. This workshop is open to all levels of makers and has been given as a monthly workshop in the library, as well as a workshop for a class.
 - 7 sessions (including 1 class)
 - 16 during regular sessions + 23 during class = 39 people total
 - Maker Workshops: Maker Mondays and Tinker Tuesdays are a part of our Makerspace workshop series. Maker Mondays are geared toward crafting types of projects, and have included such things as vinyl cutting, a hollow book, and painting and tying a storage box. Tinker Tuesdays focus on circuitry and electronics and have thus far included LED wearables.
 - 3 sessions
 - 3 attendees
 - Construction has begun on EZ-Video, Makerspaces Gaming Lab, and STREAM Lab.
- Lib02.01.07: Rededicate the Pepsi Exhibit (NEW 2017-2018)
 - Planning underway for rededication.

LIB02.02: Implement, maintain, and promote an institutional repository for the campus community to provide and preserve open access to the scholarly output of the university.

- Lib02.02.01: ETD's added to Islandora (open access and preservation)
 - J. Murrey Atkins Library Digital Publishing Services support the publication of scholarly works including online journals, eBooks, and conference proceedings. Our services are built on robust publishing platforms that promote open knowledge exchange, wide scholarship discoverability, and innovative dissemination of scholarly communication. The library hosts five current [Open Access \(OA\) Journals](#). In 2015, the library published its first OA eBook; [Students' Pathway to Success: A Faculty Guide](#). The 2017-18 academic year will be the most active year for Digital Publishing Services in regards to eBooks, beginning with the publication of [Prospect for Success](#) and concluding with two new eBook titles slated for publication this spring: Miss Bonnie's Nurses (Newman & Haney) and Understanding Latin American Politics (Weeks).
 - Added current ETD's into Islandora
- Lib02.02.02: Build and promote an Institutional Repository for UNC Charlotte.
 - Joined Islandora Foundation: securing a seat on board with voting privileges to influence direction of code base; attendance at annual developers conference
 - Purchased Discovery Garden development hours to customize the Scholar's Portal Module for use at UNC Charlotte

LIB02.03: Develop and implement plans for the life cycle of digital resources and physical collections, for collection development, and for digital preservation

- Lib02.03.01: Develop plans for the preservation of digital and physical resources.
 - Migrated 4 collections from CONTENTdm to Goldmine.
 - Monitor environmental conditions (temperature and relative humidity) in 5 SCUA collections spaces using museum-quality dataloggers and web application to store, organize, analyze, and share temperature and humidity data.

LIB02.04: Initiate a dynamic marketing campaign to promote library programs and resources that support research.

- Lib02.04.01: Develop targeted campaign and work with Public Services to promote services
 - Utilized social media to promote Special Collections.
 - Increased Facebook followers to 435 followers.
 - Increased Tumblr followers to 1798 (up from 1500)
 - Increased Twitter followers to 1239
 - Mounted several exhibits, including on World War I, public health, and rare and government science publications (to capitalize on interest in the eclipse)

LIB02.05: Implement assessment practices relating to library programs, collections, and spaces that support research, discovery, and knowledge creation.

- Lib02.05.01: Implement assessment practices relating to library programs, collections, and spaces that support research, discovery, and knowledge creation. **(NEW 2017-2018)**
 - [Comprehensive Feasibility - Space Study](#) conducted by Library in partnership with Shepley-Bulfinch and Moseley architectural firms. The results of this study are being/will be used to make continuous improvements to library spaces and services in support of research, discovering, and

knowledge creation.

- [Student Survey of Library Services](#), spaces, and needs (Fall 2017), with feedback shared with all library employees and units to guide decision making related to library services and spaces..
- [Collections Dashboard Created](#) - To better understand which Call Number ranges have been most frequently checked out since 1999, the entire book inventory associated with Atkins Library, excluding items placed on Reserve by faculty members, was broken down into Two Digit Call Numbers as well as categorized into Call Number Ranges.
- [Interlibrary Loan Dashboards](#) Created
- Created dashboards relating to use of library spaces including [Library Foot Traffic](#), Specialized Spaces (e.g., [Gaming Lab](#), [Special Collections Reading Room](#), and [Study Spaces](#))
- Conducted assessment of Library Family Friendly Room (Spr 2018).
- Conducted assessment of Atkins Gaming Lab (Fall 2017 - Spring 2018).
- Conducted assessments of special events held in the library including the [Bittersweet Harvest Opening Event](#) and [Bittersweet Harvest Closing Event](#)
- Created dashboards relating to [research](#) and [instruction](#) programs offered by the library.
- Conducted library "[Love Letters and Breakup Letters](#)" study to understand how well the library is meeting patron needs.
- Conducted assessment of integration of [New York Times Subscription Service](#) to UNCC faculty, staff, and students.

A3. Highlights Related to AA Goal 3: To engage community partners in mutually beneficial programs that enhance the economic, civic, and cultural vitality of the region.:

For Goal A3 Atkins Library launched a large, community-based advisory board to assist it in discovering ways to engage with the community in May 2017. The highly-engaged group helped the Library develop and host a variety of events that attracted both the campus community and the greater Charlotte community. With their assistance, we brought in donations to support the programs, marketed them effectively, and planned for series to continue into next year. We began planning for a book sharing program to be launched in the coming year. We began cultivating potential donors with Advancement and the Board of Advisors. Our Special Collections and University Archives consulted with a variety of local organizations to assist in preserving their papers and is working with the Levine Museum of the New South on an exhibit for 2018. Special Collections and University Archives was awarded an \$18,000 grant by the Council on Library and Information Resources "Recordings at Risk" program to fund the preservation of Harvey Gantt's senatorial campaign recordings.

ATKINS LIBRARY GOAL LIB03: CREATE LIBRARY SERVICES AND PROGRAMMING THAT ENGAGE THE COMMUNITY

LIB03.01: Initiate a dynamic marketing campaign to promote library programs and resources that enhance the economic, civic, and cultural vitality of the region.

- Lib03.01.01: Determine which library programs and resources would be of most interest to the community and design and carry out a promotional campaign
 - Developed a committee and plans for a book sharing initiative on campus that uses public transportation as a means of extending the initiative to the Greater Charlotte Community.

LIB03.02: Host engaging community events

- Lib03.02.01: Working through the Outreach and External Programming Committee, determine a calendar of events for each year and hold events that engage the community.
 - Atkins Out Loud - 4 events held this year
 - Book sale held in the Fall 2017
 - Mason Talk on Rare Books with Leslie Howsam
 - Two events associated with the Romare Bearden exhibit
 - Bittersweet Harvest exhibit, speakers, and school visits related to the Bracero program.

LIB03.03: Develop services that respond to the needs and interests of the Greater Charlotte Region.

- Lib03.03.01: Working through the Advancement office, determine the needs of regional businesses and try to match their needs with our resources.
 - The Library Board of Advisors meets quarterly with ongoing discussions about ways the Board can help promote the resources and services of the Library to the greater Charlotte community.

LIB03.04: Acquire, create, preserve, and provide access to resources documenting the history of the Greater Charlotte Region with the active participation of our community partners.

- Lib03.04.01: Working with Special Collections, bring local organizations together to collaborate on local history projects.
 - Developed plan to collaborate with the Latin American Coalition to preserve and access their history through oral history interviews and conducting an archival appraisal and inventory project with their organizational records.
 - Met with the Charlotte Ballet to discuss how we can support the preservation of a selection of video recordings documenting their history.
 - Collaborated with archivists at Johnson C. Smith University on the Brooklyn/Biddleville Digital Mapping Project by contributing materials from our collections.
 - Met with members of the Jewish Federation of Charlotte on the potential donation of a large number of manuscript collections documenting the Charlotte Jewish community, which are currently held at the Levine Sklut Judaic Library
 - Met with Levine Museum of the New South about potential exhibition highlighting oral histories in relation to specific neighborhoods.
 - Staff member served on board of the Charlotte Mecklenburg Black Heritage Committee, including organizing an event to celebrate the Charlotte Post
 - Continued work with members of the Charlotte LGBTQ community on oral history project and manuscripts collecting project (the King-Henry-Brockington Collection). Assumed sole leadership of the project upon the departure of our community liaison from his position in the Multicultural Resource Center and his relocation to Alabama in January.
 - Met with the records manager for the city of Charlotte to coordinate the preservation of electronic local government documents.
 - Solicited letters of from local, regional, and national scholars to support a grant application to the Council on Library and Information Resources "Recordings at Risk" program to fund the preservation of Harvey Gantt's senatorial campaign recordings. Project was funded (\$18,000).

LIB03.05: Work with Advancement to develop a list of potential donors for the library and cultivate them.

- Lib03.05.01: Working through the Outreach and External Programming Committee, form an Advisory Board and a Friends of the Library(FOL) organization.
 - The Library Board of Advisors was formed in FY 2016-2017 and continues to meet quarterly.
- Lib03.05.02: Determine a priority list of donors, and begin engaging them with the work of the library by invitations to programs and Friends of the Library events.

- We have been working to develop a master mailing list for communications with donors (both current and potential). This list consists of previous donors above a defined level of giving (data from Advancement) as well as prospective donors (e.g., UNCC Faculty and attendees at Library-sponsored events). This year, the Board of Advisors agreed to support 5 projects aimed at increasing the visibility of Atkins Library in the Charlotte community. The projects were:
 - [Book Sale](#) - December 1-2, 2017 - 8,000 duplicate copies, children's literature, kits, LP's, etc. were offered for sale at a minimal cost to UNCC faculty/staff and the Charlotte community (Fall 2017)
 - [Romare Bearden exhibit/events](#) (Jerald Melberg's Bearden Exhibit with lecture and a second program highlighting our Children's Literature collection (Spring 2018)
 - [Oral History Philanthropy Program](#)
 - [Rare Book Philanthropy Program](#)
 - Performance Fridays – 1 event per month in the library from 12:00 -1:00 with a performance by students or faculty – music, dance, theater, readings, art etc. Free, and open to public.

At the May 7th Board of Advisors meeting, we introduced the idea of forming a Friends of the Library group to provide more support in the community. This discussion will be resumed in the Fall when the Board reconvenes.

B. Examples of Data-Based Improvements During the Year:

Atkins Library worked closely with Facilities Management, Academic Affairs, our advisory committees, and Shepley-Bulfinch and Moseley to conduct a comprehensive building study to plan for the ideal library of the future. As a result of this process, we planned improvements to the elevators and environmental conditions in the building, organized data on what is needed to store much of the physical collections in out-of-building storage, and decided to experiment with additional furniture options for students. Now the university can work on the needed renovations gradually in smaller projects until we achieve our end objective.

Our Assessment Team worked diligently to gather data from our constituents on many of our services and programs and the results are translating into changes throughout the library. The most significant achievement was the creation of dashboards that allow us to view usage and activity at any time and to run reports to support long-term analysis. We will continue to mine this data source over time and make changes as appropriate.

In response to feedback gathered from the Student Survey of Library Surveys, the Comprehensive Space Study conducted by Shepley-Bulfinch and Moseley, focus groups, as well as the Assessment Dashboards created for the Library in the 2017-2018 academic year, numerous have been made to the library and the services offered including, but not limited to the following:

- Developed a long-term plan for the renovation of the J. Murrey Atkins Library.
- Continuously updated the library website based upon patron feedback and usability studies to provide more intuitive access to library resources and services.
- Designed a 2nd Family Friendly Library Room for Group Study.
- Added furniture for quiet and group study.
- Developed new signage to assist library patrons in easier way finding.
- Designed new and/or updated Innovation Labs in the library, including Visualization Lab, Gaming Lab, EZ Video Studio, Makerspace, Multimedia Lab, and STREAM Lab.
- Offered a greater variety of student stress relief activities including offering more "therapy dog" sessions during finals.
- Provided support and suggestions for Library involvement in SOAR activities.
- Enhanced the Library's approach to marketing operating hours during intercessions, holidays, and summer semester.
- Promoted the library's subscription to the *New York Times*.
- Added three additional printers to Atkins Library for students.
- Added cellular hotspots (Verizon Jetpacks) and charging kits to equipment on loan 24/5 from the Circulation Desk.
- Increased Technology Support Desk hours to increase lending times.
- Added additional technology items for check-out.
- Increased the number of laptop chargers being circulated.
- Purchased additional laptops for student circulation.
- Began updates to the Roaming Program by purchasing a mobile kiosk for Roamers, allowing this service to evolve according to feedback from Roamers and students.

Start: 07/01/2017

End: 06/30/2018

Major Accomplishments: Discussion:

Additional Notes - University Strategic Goal #3 & Library Goal #4

The library is responsible for campus-wide records analysis and records management functions including supporting all offices in their compliance with the UNC system-wide records management schedule. This relates to University Goal 3 of the [Institutional Plan](#): Improve the readiness of human resources and our academic, administrative, physical, and technological infrastructure to efficiently and responsibly operate an urban research university serving 35,000 students (p. 15)."

GOAL LIB04: IMPROVE THE READINESS OF UNIVERSITY OFFICES TO EFFECTIVELY AND RESPONSIBLY MANAGE UNIVERSITY RECORDS

LIB04.01: Effectively and efficiently manage records in the care of University Archives

- Lib04.01.01: Acquire permanently valuable records of or about the University.
 - Accessioned 13 new record series, totaling 58.54 linear feet
- Lib04.01.02: Increase discoverability of University Archives collections.
 - Completed finding aids for 41 University Archives collections. This number represents more than 100 accessions that were previously undiscoverable by the public.
- Lib04.01.03: Update policies and procedures to more efficiently manage access to, retention of and or destruction of records.
 - Reassessed and streamlined processes for destruction of records
 - Developed procedures in conjunction with Library Administration and Records Storage Systems to streamline the process for off-site pick-up and destruction of records

- Developed and implemented new paperwork to approve and track in-office destruction and transfer of records

LIB04.02: Increase University-wide awareness of the Library's role in providing records management services

- Lib04.02.01: Develop engaging training materials on records management topics
 - Updated Library website to include more detailed information about records management services
 - Using Camtasia software, created short training videos on how to transfer paper records to University Archives
 - Developed two training sessions with Legal Affairs. The first was part of the 2017 Legal Symposium on October 17, 2017 (137 attendees) and the second was a University-wide course given on April 24, 2018 (41 attendees)
- Lib04.02.02: Provide records management consultations to campus offices and departments
 - Completed in-depth interviews with five departments regarding their management of born-digital University records
 - Did 15 in-person consultations and 18 email and/or telephone consultations regarding records management policies and procedures
 - Completed 47 requests for record center materials

LIB04.03: Cultivate a community of records liaisons on campus.

- Lib04.03.01: Identify current employees responsible for records management duties in campus offices and departments
 - Created a contact list of individuals responsible for records retention and disposition activities in offices across campus

Supporting Documentation:

Attached Files

-  [Assessment Directory.pdf](#)
-  [Assessment Projects.pdf](#)
-  [2017-2018 Love Letters Report.pdf](#)
-  [Bittersweet Harvest Opening Event Summary Report.pdf](#)
-  [Library Services Student Survey Summary Report Fall 2017.pdf](#)
-  [New York Times Usage Report 2017.12.12.pdf](#)
-  [ShepleyBulfinch Feasibility Study Presentation to Chancellor 2018.03.pdf](#)
-  [Bittersweet Harvest Closing Event Summary Report.pdf](#)

Progress: Continue Into Next Strategic Plan Year

Providing Department: J. Murrey Atkins Library